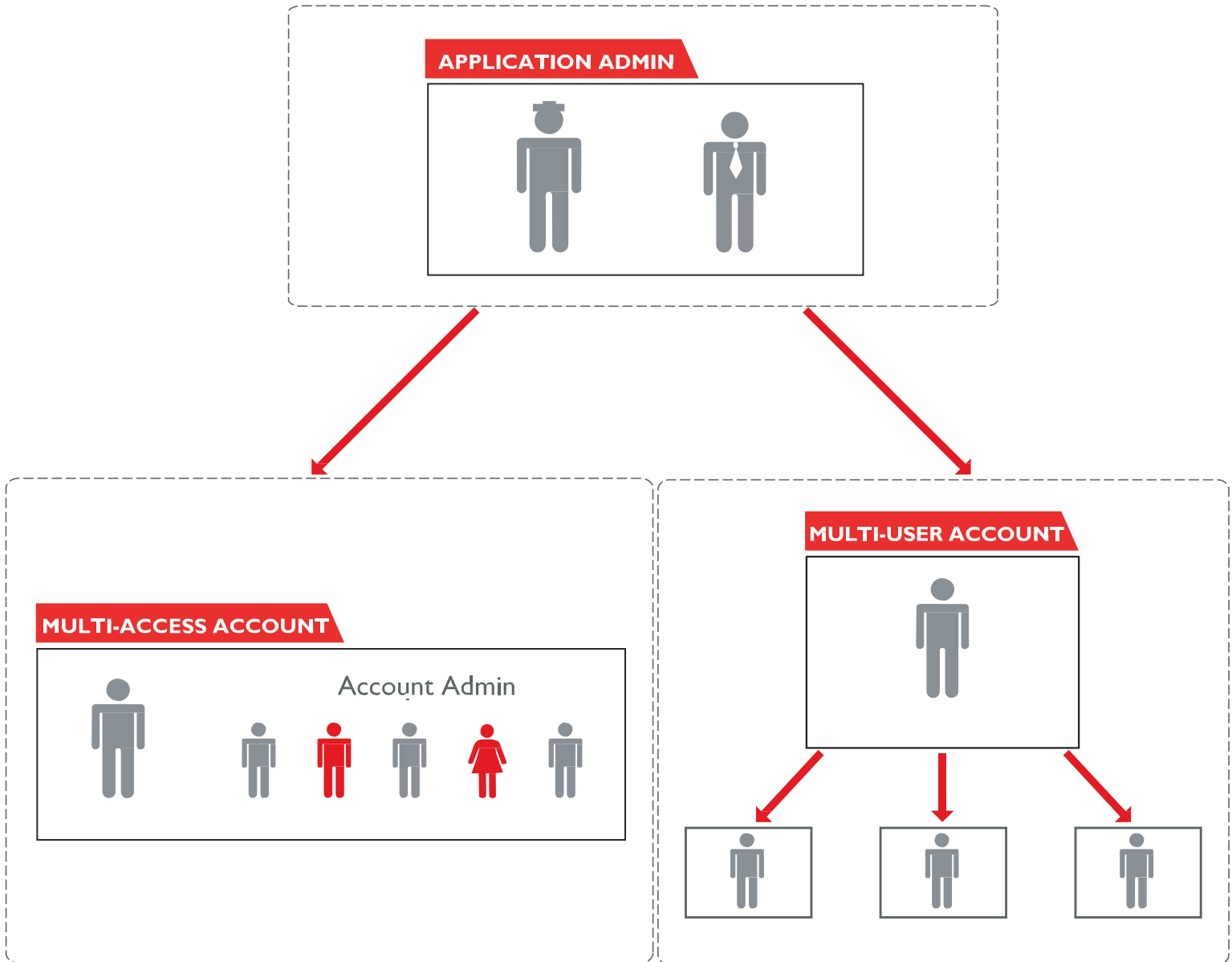


APPLICATION ADMIN ACCOUNT

Admin account is used to control the settings of the application and all its accounts.



Description: Admin account is used to create and administer the rights of all users and accounts in the application.

Application admin account

Can do:

- Activate license code
- Search all accounts available in application
- Log into any account and work in it
- Edit any account, specifically
 - Change user-type(single user/multi-user)
 - Change login
 - Change expiration date
 - Add/remove credits
 - Add/remove sub-accounts for multi-user
 - Activate/deactivate specific set of rights(list)
 - Configure LDAP
 - Reset password
- Create new accounts
- Suspend or delete accounts

Cannot do:

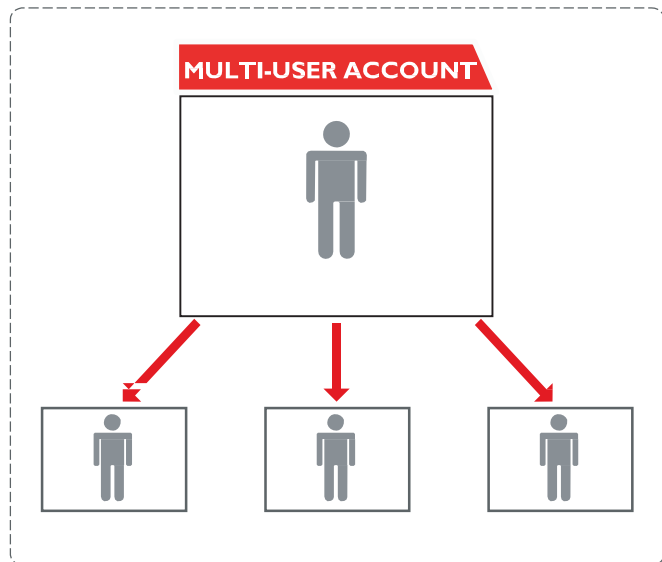
Cannot perform any other actions besides specified above, and particularly:

- Cannot Change password
- Cannot change plan type for the account
- Cannot have access to content admin account

Multi-user account

Account for a group of people with the same rights (sub-accounts users) working in different accounts (sub-accounts) under one supervisor (Multi-user Account).

Description: The account with a set of rights to control the work of sub-accounts associated with it. This type of account is convenient when you need to have a group of people working independently on different projects. Multi-user account has the means of control over the work of sub-accounts, while each of the sub-account users has no access to the information in the other sub-accounts. Each account (multi-user account) has unique login/password to restrict access. Each sub-account has the same feature-set but they do not share information. Multi-user account has access to all the information on all sub-accounts that belong to it.



Multi-user Account

Can do:

- Create new sub-accounts(amount is limited by admin account)
- Suspend sub-accounts
- Create a survey available to all sub-account users
- Review the work of all sub-account users
- Authorize the launch of the surveys created by sub-account
- Assign credits to sub-accounts from Multi-user account pool thus controlling their work. Amount of credits in multi-user account pool is limited by admin
- Can copy a survey form sub-account to Multi-user account

Cannot do:

- Cannot create different access rights to the same account with the same content
- Cannot create more sub-accounts/assign more credits than allowed by Admin account
- Cannot create sub-accounts with different rights (e.g. having two Basic sub-accounts and two Professional sub-accounts under one Multi-user account)
- Cannot customize the existing feature set with the associated accounts
- Cannot edit the content of sub-account beyond authorizing the launch of the survey
- Cannot set the expiration dates for the sub-accounts

Sub account

Can do:

- Has all the rights of a single user account with the chosen sub-account plan
- The templates set by the Multi-user account
- Can request authorization to launch surveys

Cannot do:

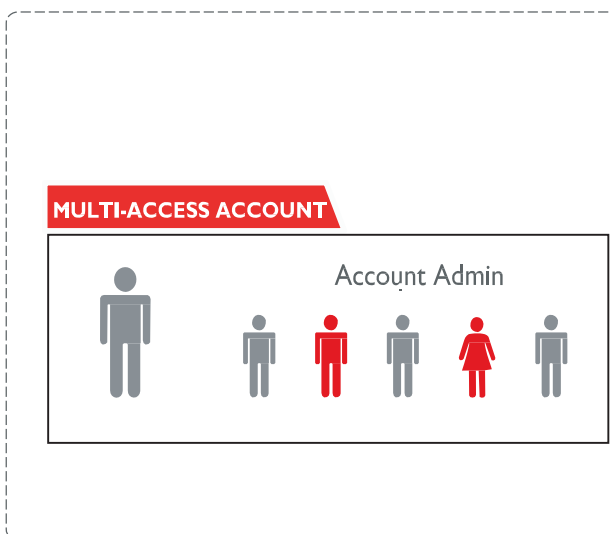
- Cannot access surveys of other sub-accounts
- Cannot launch surveys without authorization (if the launch authorization was set as required by multi-user account)

Please note that multi-user account cannot be changed to Multi-access account and vice versa.

Multi-access account

The account accessed by multiple users with different logins/passwords and different access rights, allocated by the user with Admin Access rights.

Description: The first and most distinctive differentiation between Multi-user Account and Multi-access Account is the number of accounts. In the case of multi-access account we deal with only one account used by a group of people with different access rights. Multi-access Account allows different people work with the same content but with different rights to alter it.



Multi-access Account is the choice of organization that want to:

- Control a group of people working on different projects or on the different parts of the same project
- Organize the work of people who work on the same project/projects but perform different roles and thus use different functionality of the application.

Access rights can be assigned to individual or to a group of users if access rights are assigned to the group, all users from the group have the same rights.

The access rights are divided into the following groups:

- Access to features – user can read (cannot be switched off)/edit/delete/launch/work with standard reports/publish the information.

Described in detail - <http://help.worldapp.com/display/FHC/Access+Permissions>

- Access to content – access to feature described above is set individually for each folder/subfolder for each user/group. Access rights to subfolders can inherit access rights to the mail folders they belong.

Multi-access account User with Admin access rights can do:

- Can work with the application like a regular user
- Can create/edit a user and specify his access rights
- Can create/edit a user group, specify its access rights and assign users to the group
- Can set automatic notification for users to be notified when their rights change
- Can suspend a user

Cannot do:

- Cannot control the usage of credits pull by individual users/user if the survey launch is authorized
- Cannot suspend the group of users
- Cannot give different users access to different features within same feature group

Please note that multi-access account cannot be changed to multi-user account and vice-versa.